



Attorney Docket No. 01702LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): T. UENO
Serial No. : 10/002,743
Filed : Nov. 2, 2001
For : TECHNICAL SUPPORT SYSTEM
Art Unit : 2163
Examiner :

INFORMATION DISCLOSURE STATEMENT

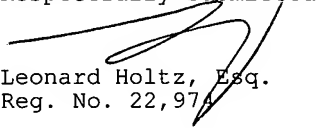
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith are copies of the documents identified on the attached form PTO/SB/08A. The documents were cited in related applications Serial Nos. 10/002,772 and 10/002,771.

It is respectfully requested that the Examiner return an initialed copy of the attached form PTO/SB/08A to confirm that the documents listed therein have been considered and made of record.

Respectfully submitted,


Leonard Holtz, Esq.
Reg. No. 22,974


Encls.

Dated: February 19, 2004

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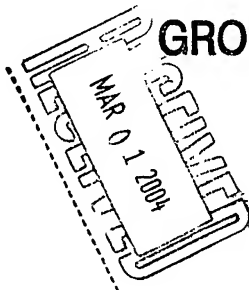
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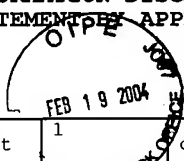
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PTO/SB/08A (08-00)

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,743
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2163
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01702/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,365,310	A	Jenkins et al	11-15-1994	
		5,459,552	A	Ohira	10-17-1995	
		5,819,110	A	Motoyama	10-06-1998	

FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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Examiner Signature	Date Considered
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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: **February 19, 2004**